

JOHN P. JOHN

Contact: +91 7678072899 | +968 96191048 • Email: johney15@gmail.com

Linked  <https://www.linkedin.com/in/johnpjohn/>



EVENT MANAGEMENT | BUSINESS DEVELOPMENT | TURNAROUND MANAGEMENT | HUMAN CAPITAL MANAGEMENT

With a chronicle of success spanning over 2 decades, driving benchmark-setting growth & expansion while focusing on operational excellence, reducing costs, driving standardization and streamlining business in Hospitality industry

An avant-garde Hospitality professional with extensive experience in sales, planning and execution of events, providing leadership in Business operations, P&L ownership, and operational excellence by managing business with focus on top-line & bottom-line performance

- ⊙ Customer focused professional, holding Management positions in Hotels, establishing and implementing 'best practice' processes, ensuring effectiveness resulting in reduced costs and improved customer service
- ⊙ A strategic leader with the ability to translate a vision into an action plan while leveraging a unique blend of sales and marketing expertise designed to identify new business opportunities, develop product pricing and strategies gaining market share, increase revenues, enhance company and customer profitability
- ⊙ Developing new and existing customers, analyzing customer marketing conditions and managing operations. Strategic thinker using superior consultative selling skills to implement sales strategies and manage complex business details in food service
- ⊙ Expand footprint, enhance Brand and create successes backed by an understanding of business as a value creator, solutions mindset, driving a high performance work culture
- ⊙ Respect & leverage Human capital by motivating, mentoring and leading cross-functional teams, ensuring there is a strong team culture eliminating the "I, ME & Mine" thinking, encouraging teams to self-solve team/individual conflicts

LEADERSHIP SKILLS

- **Visionary Leader** with verifiable year-after-year success in achieving peak revenue, profit and growth objectives rapid-changing atmospheres. **Conceive and execute strategies—drive corporate growth, profitability, and value**
- **Vividly experienced in** complex systems, which require deep understanding of critical business drivers in multiple markets and industries. **Link business objectives with powerful enterprise-level strategies—business accelerator**
- **Innately visceral hard-wired for strategic and tactical thinking—formulate and execute corporate plans:** Contribute true perspective and acute insight in potential business impact. Drive corporate development through sound operational strategies.

Core competencies include:

Hospitality | Operations Management | Food & Beverages | Account Management | Business Development | Customer Service/Satisfaction | Process Re engineering | Operational Excellence | P&L/Budgets | Pre Opening | Service Delivery | Team Development & Management | Coaching /Feedback

CAREER PROGRESSION

Salalah Hospitality | Muscat, Sultanate of Oman

02/2018 to 03/2021

Marketing Manager

Part of the Pre-Opening Team of the new Division of Al Awadi Group of Companies, overlooking the Marketing of HoReCa, Tender and Procurement Process

Key Result Areas

- ▶ Led the digital marketing strategy and campaign execution with focus on budgets, resource strategy and financial planning driving brand awareness
- ▶ Reporting and analyzing health of marketing contribution to pipeline, program ROI, customer penetration to management with analysis for marketing investments, pipeline impact and goal setting
- ▶ Developing new business tie-ups and partners from the local and international market, manage key accounts by building and strengthening relationships with existing accounts for repeat/referral business
- ▶ Implementing value propositions, market intelligence, competitive differentiation, marketing strategies. Driving customer advocacy, sales and partner enablement

- ▶ Executing budget planning, P&L management and growth strategies of the Business, delivering significant results in terms of increase in margin and revenue
- ▶ Conceptualizing and executing the selection, contract, negotiation and on boarding of new agency - reducing cost per acquisition and increasing client acquisition via email marketing, SEO, SEM, Social Media marketing
- ▶ Developing key metrics and measures for the Business Performance. Investigating performance drivers, root causes of process inefficiencies and developing new processes for improved performance
- ▶ Directing and analyzing pricing elements with reliable Tier I and Tier II suppliers, making recommendations as to how the process can be optimized. Provide cost savings recommendations, ensuring spend is within budget
- ▶ Monitoring of bids, clarifying conditions, tender preparation, ensuring it is aligned with the overall requirements
- ▶ Coordination of tender reviews and deadlines and adjust them to the frameworks given by the customers
- ▶ Assisting team with their career development including skill gap analysis, feedback & sales training

Ministry of Defense "Internal Security Services" | Muscat, Sultanate of Oman

08/2017 to 01/2018

Food & Beverage Manager

Joined as an officer, taking care of all the clubs, catering to the officer of ISS, got promoted to Service Advisor (Food & Beverage Manager, managing operations of all F&B outlets to deliver an excellent guest experience

Key Result Areas

- ▶ Steered entire array of strategy encompassing Sales and Marketing, Target Setting, responsible for achieving P&L while maintaining standards of F&B quality and guest service
- ▶ Ensured that food and beverage outlet, conference and Banqueting event is managed in line with key service standards and specified profit margins as an independent profit center
- ▶ Oversaw the business operations, leveraging entrepreneurial ability and skills in translating corporate vision, to overcome complex business challenges and deliver high decisions and positioning of value added solutions
- ▶ Review, making recommendations and maintaining accountability on initiatives that improve operational effectiveness, the quality and consistency of service delivery in line with established policies and procedures and overall strategic and operating plans
- ▶ Market the F&B outlets, develop and manage menus, package deals, promotions, displays within the Ministry of Defense guidelines to meet/exceed sales and financial goals
- ▶ Ensured minimum operating standards in order to achieve the level of service established in the Operations Manual
- ▶ Hiring cross-functional teams, using interactive and motivational leadership to coach, train and manage employees within the organizational structure
- ▶ Performance management, monitor staff performance and provide feedback

Le Meridian Al Aqah Beach Resort | Fujairah, United Arab Emirates

08/2006 to 07/2007

Conference and Banqueting Manager

- ▶ Managed corporate event(s) from inquiries to booking and follows through to execution (banquet, technical support, audio/video resources room and kitchen)
- ▶ Implemented all operations and logistics related to events, including securing event space, equipment and materials, refreshments, décor etc
- ▶ Leadership & direction ensuring both event management and operations achieves its overall goals of catering and conference revenue along with customer satisfaction
- ▶ Coordinated pre- event meeting with guests and with other departments to ensure that all requirements are clearly communicated and understood for brilliant execution of events
- ▶ Orchestrated event budgets, negotiated terms for each service and managing contracts with sub-contractors and vendors for the events and follows through with the Finance Department any client-related financial issues
- ▶ Determined event structure and agenda, creating supporting materials for staff, participants and executive guests

- ▶ Coordinated the sales efforts between events department and catering to ensure proper utilization of function space to yield maximum revenues by conducting site inspections
- ▶ Imparted trainings for skill & competency up gradation. Believing in the dictum 'People Make The Difference' and skill assessment

Al Bustan Rotana | Dubai, United Arab Emirates

08/2005 to 06/2006

Banquet Operations Manager

- ▶ Ensured smooth running of whole banquet operations, providing support to the Food & Beverage Management on the floor in day to day operations
- ▶ Assisted in establishing and achieving banquet's department annual budget forecast and exercise a constant control of the operation cost
- ▶ Understand the impact of Banquet operations on the overall success of an event and managed activities to maximize customer satisfaction
- ▶ Delegated all logistic supports - contracted outside work force, contracted food and beverage supplies, operating / sound equipment, transport, etc
- ▶ Facilitated Standard Operating Procedure Manual, SIPOC acting as a reference document and version control
- ▶ Assisted team in developing lasting relationships with groups to retain business and increase growth

PAST EXPERIENCE

- ✓ **Assistant Restaurant Manager, Grand Hyatt (Pre-opening Team), Dubai, UAE, Feb'03 ~ July'05**
 - Outlets Worked In: The Convention Center, The Pool Bar and Spa Bar
 - setting up and documenting food and beverage service standards to open up the Pool Bar as well as for the Spa Bar
- ✓ **Junior Assistant Manager, Grand Hyatt, Muscat, Sultanate of Oman, Aug'00 ~ Dec'02**
 - Outlets Worked In: In Room Dining, Marjan Restaurant, Mokha Cafe
- ✓ **Captain, Hilton, Abu Dhabi, UAE, Dec'97 ~ Jul'00**
 - Outlets Worked In : La Terrazza Restaurant, Hemmingway's Restaurant & Bar, In Room Dining
- ✓ **Captain, Marco Polo, Dubai, UAE, Oct'97 ~ Nov'97**
- ✓ **Front Office Assistant, The Carlton, Kodaikanal, India Jun'97 ~ Jul'97**

EDUCATIONAL BACKGROUND

- ▶ Diploma in Hotel Management & Catering Technology [Merit Swiss Asian School Of Hotel Management, Chennai] – 1997
- ▶ Completed 6 Papers with Honors [Hospitality Management] [American Hotel & Motel Association] – 1997
- ▶ Bachelors of Business Administration [Newport University, California] – 1997
 - Proficient using MS Office suite and basic internet applications

PERSONAL DOSSIER

Date of Birth: January 31st – 1977, India

Linguistic Ability: English, Hindi, Malayalam, Tamil

~ References and verifying documentation furnished upon request ~